

The Bangsund Family

927 NE 108th Ave

Portland, OR 97220

June 17, 2009

Dear Ken,

When we bought our home in July of 2006 we had no idea there was a flooding problem. Sadly, the previous owner chose not to disclose the fact that the addition to the home, which became our boys' playroom, was not at all waterproof. We discovered the truth that first fall when the skies opened and Portland experienced its customary deluge. That first time, the problem became apparent after a full night's rainfall. We had to move furniture, pull up the carpet and pad, crank up the heater and bring in some fans to dry things out. Needless to say, the playroom was completely off limits to our toddler for about a week. No fun!

We tried many home brewed solutions over the next two and a half years, none of which worked. And each time it rained hard, the playroom went offline. We finally, as a last resort, turned to the professionals. Oh, how we wish you had been our first course of action!!

From our first meeting with you, we knew we had made the right choice. Your integrity, as well as that of your crew, has continually impressed us. Your crew was hard working, professional and polite. They provided hours of entertainment for our two preschool-aged sons. They even helped us to make imprints of the boys' hands in the newly poured cement. Most importantly, they did awesome work! The channel drains and sump pump they installed have completely solved the flooding problem in the playroom. We are simply thrilled that you have provided a permanent, high-quality solution!

We hope to never require your services again, ☺ but will definitely refer anyone with flooding problems to you without reservation.

Sincerely,

Erik and Amy Bangsund